

CLAIMS

What is claimed is:

1. A method for sales process integration, the method comprising:
communicating data representative of at least one sales process having at least one of a plurality of contexts to at least one external processing resource;
acquiring sales process related information from said at least one external processing resource;
processing said acquired sales process related information; and
communicating said processed sales process related information to said at least one sales process.

2. The method according to claim 1, wherein said acquiring sales process related information occurs in one of real-time and at a time subsequent to said connecting at least one sales process.

3. The method according to claim 1, further comprising managing communication between said at least one sales process and said at least one external processing resource.

4. The method according to claim 1, wherein said processing further comprises synchronizing said sales process related information transfer between said at least one sales process and said at least one external processing resource.

5. The method according to claim 4, wherein said synchronizing further comprises:

translating sales process related information from a first non-native format to a second native format;

validating said translated sales process related information;

staging said validated sales process related information; and

referencing said validated sales process related information to determine associations.

6. The method according to claim 1, further comprising scheduling said processing of said acquired sales process related information.

7. The method according to claim 6, wherein said scheduling further comprises controlling at least a frequency of said acquiring sales process related information from said at least one external processing resource.

8. The method according to claim 1, wherein said processing of said acquired sales process related information further comprises:

detecting operational errors; and

notifying at least one of a sub-system and a system operator of said detected error.

9. The method according to claim 8, wherein said detected operational errors comprises a plurality of severity levels.

10. The method according to claim 1, further comprising configuring operations of at least one of said connecting, acquiring, processing, and said communicating steps.

11. The method according to claim 1, wherein said external processing resource comprises at least one of SAP, order management system (ODM), customer relationship management (CRM), document management system (DMS), learning management system (LMS) and lightweight directory access (LDAP) system.

12. A machine readable storage, having stored thereon a computer program having at least one code section for sales process integration, the at least one code section executable by a machine for causing the machine to perform the steps comprising:

communicating data representative of at least one sales process having at least one of a plurality of contexts to at least one external processing resource;

acquiring sales process related information from said at least one external processing resource;

processing said acquired sales process related information; and

communicating said processed sales process related information to said at least one sales process.

13. The machine readable storage according to claim 12, wherein said acquiring sales process related information occurs in one of real-time and at a time subsequent to said connecting at least one sales process.

14. The machine readable storage according to claim 12, further comprising managing communication between said at least one sales process and said at least one external processing resource.

15. The machine readable storage according to claim 12, wherein said processing further comprises synchronizing said sales process related information transfer between said at least one sales process and said at least one external processing resource.

16. The machine readable storage according to claim 15, wherein said synchronizing further comprises:

translating sales process related information from a first non-native format to a second native format;

validating said translated sales process related information;

staging said validated sales process related information; and

referencing said validated sales process related information to determine associations.

17. The machine readable storage according to claim 12, further comprising scheduling said processing of said acquired sales process related information.

18. The machine readable storage according to claim 17, wherein said scheduling further comprises controlling at least a frequency of said acquiring sales process related information from said at least one external processing resource.

19. The machine readable storage according to claim 12, wherein said processing of said acquired sales process related information further comprises:
detecting operational errors; and
notifying at least one of a sub-system and a system operator of said detected error.

20. The machine readable storage according to claim 19, wherein said detected operational errors comprises a plurality of severity levels.

21. The machine readable storage according to claim 12, further comprising configuring operations of at least one of said connecting, acquiring, processing, and said communicating steps.

22. The machine readable storage according to claim 12, wherein said at least one external processing resource comprises at least one of SAP, order management system (ODM), customer relationship management (CRM), document management system (DMS), learning management system (LMS) and lightweight directory access (LDAP) database.

17

23. A system for sales process integration, the system comprising:
a sales process integration engine, said sales process integration engine comprising:

- an integration configurator;
- a data synchronizer coupled to said integration configurator;
- a service scheduler coupled to said integration configurator; and
- a service notifier coupled to said integration configurator.

24. The system according to claim 23, wherein said data synchronizer further comprises:

- an integration communication interface;
- a data mapper coupled to said integration communication interface;
- a data validator coupled to said integration communication interface; and
- a data stager coupled to said integration communication interface.